

House Resolution 1763

By: Representatives Ashe of the 56th and Kaiser of the 59th

A RESOLUTION

1 Recognizing and commending the Consumer Advocacy Group and the Customer Satisfaction
2 Network; and for other purposes.

3 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network was
4 created to improve the delivery of goods and services to Atlanta's communities of
5 Neighborhood Planning Units V, X, and Y; and

6 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network have
7 made it their goal to build a critical mass of informed consumers who will take actions that
8 hold service providers accountable for the quality of goods, service, and support they
9 delivers; and

10 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network have
11 developed a framework that is designed to increase consumer literacy and education about
12 quality goods and services, engage consumers to measure quality, establish consumer
13 feedback loops used to improve services, and install local consumer advocacy strategies to
14 improve quality; and

15 WHEREAS, over the past year, the two groups have compiled resident's service reviews of
16 grocery stores and early child care facilities in their communities; and

17 WHEREAS, through the dedicated efforts of the Consumer Advocacy Group and the
18 Customer Satisfaction Network, Atlanta neighborhoods have a network of informed,
19 engaged, and empowered consumers, who are ready to take action to improve the goods and
20 services available to them; and

21 WHEREAS, participation in the Consumer Advocacy Group and the Customer Satisfaction
22 Network results in healthy and stable families, adequate standards of living, healthy children

23 who are ready to learn, positive youth development, safe neighborhoods, quality services and
24 support for local families, and increased civic participation; and

25 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network's
26 framework is creating informed, empowered, and engaged residents in the Neighborhood
27 Planning Units V, X, and Y, and the positive change established is worthy of recognition.

28 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES that
29 the members fo this body commend the dedicated efforts of the Consumer Advocacy Group
30 and the Customer Satisfaction Network in improving Atlanta's neighborhoods and providing
31 under served families with informed choices.

32 BE IT FURTHER RESOLVED that the Clerk of the House of Representatives is authorized
33 and directed to transmit an appropriate copy of this resolution to the Consumer Advocacy
34 Group and the Customer Satisfaction Network.